

Appendix K:
Copies of Complaint Logs
From 2008-2012



The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to assure safe,
adequate and reliable utility services.

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

Received & Inspected

JUN 30 2008

FCC Mail Room

June 26, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services
for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies
of the Annual Complaint Log and Summary Report for the State of Ohio's
Telecommunications Relay Service from June 1, 2007 through May 31, 2008. Also
enclosed is an electronic disk which contains the complaint log summary.

The Service Monitoring and Enforcement Department of the Public Utilities Commission
of Ohio (PUCO) received one complaint regarding the quality of service of the Ohio
Relay during that timeframe (Enclosed).

If you have any questions or need any further information, please contact me at (614)
466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

No. of Copies rec'd 0+4
List ABCDE

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FCC Mail Room

PUCO Complaint Tracking for ORS (06/01/2007-05/31/2008)

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/28/07	Ohio Relay customer filed complaint with PUCO because hearing friends and relatives who call the Ohio Relay Service to contact him can't get through to voice relay - only hear TTY tones. Happens when dialing 7-1-1 and when dialing 800 number. Friends and family have given up and communicate via email, but not best solution in case of emergency.	11/27/07	PUCO contacted Sprint representative who initiated a trouble ticket for technicians to investigate possible problem with network/equipment. No problems were found. Sprint followed up with friends/relatives to make sure they are branded as VOICE. They are no longer receiving the TTY tones. Customer is satisfied that issue is resolved.

Received & Inspected

JUN 3 0 2008

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OHIO

FCC COMPLAINT LOG

2008

Complaint Tracking for OH (06/01/2007-05/31/2008). Total Customer Contacts: 110

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/30/08	TTY customer reports agent wasted her time by bothering to get a supervisor and not needed. Customer did not provide time. (apologized for any inconvenience may have experienced) Customer did not request contact.	06/03/08	The supervisor was called because of garbling issues and it was documented by Team Leader.
2	05/30/08	TTY customer reports agent was impatient and did not follow instructions. Customer complained that she should not have to beg agent to be patient and should not have to point out things that are wrong to Relay. Customer did not provide time of call. (apologized for problem encountered) Customer did not request contact.	06/03/08	Garbling by TTY. Agent called supervisor and inbound hung up. Incident was documented.
3	05/30/08	Accuracy of captions	05/30/08	Customer shared feedback regarding accuracy of captions, mostly the spelling of names. CS Rep apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, CA # for more specific follow up with the CA. Customer is a new CapTel user. Explaining captioning process showed her why names might not be spelled correctly. CSR also explained error correction process. Customer was satisfied.
4	05/28/08	Customer states that this agent did not keep him informed while he was on line holding for representative at the rental agency. Customer states he kept asking what was going on and there was no reply from the operator for a long time like 5 minutes. Customer states it was like the operator was not paying attention while he was on hold. Apologized for the problem and assured that the complaint would be sent in as stated.	05/30/08	Agent did not remember this call, but understands to listen and respond to customers.

5	05/22/08	Deaf/blind Caller said both agents were misspelling lots of words on her call and all the "Xs" makes it so difficult for her to read. Apologized for the problem. Follow up not required on this issue.	05/22/08	Team Leader met with both agents. A trouble ticket was put in for this call for garbling issues.
6	05/19/08	Customer states that it took this agent a very long time to respond back to her during the course of the whole conversation. Customer Service apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.	05/26/08	Team Leader met with the agent and coached her to pay attention ONLY to the call on her screen when processing a call.
7	05/15/08	Ohio VCO customer can not read incoming relay calls. All incoming relay calls are garbled. This began about two weeks ago. The customer can make outgoing relay calls with no problem. Customer service called the customer TTY to TTY with no problem, but when Customer Service calls customer using Ohio relay, the typing is garbled. Customer Service apologized to the customer and turned in a trouble ticket. Customer would like follow up from the Program Manager.	05/15/08	Spoke with customer and she said it is working now. She thanked me for following up with her.
8	05/15/08	Accuracy of captions	05/15/08	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.

9	05/15/08	Captions Lag too far behind voice	05/15/08	Customer shared feedback regarding captioning delay after spoken words. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.
10	05/12/08	Customer called to report the issue of voice employees not being able dial Ohio Relay and get a voice operator they can only get TTY tones. Apologized for the problem and opened a trouble ticket. Caller needs follow up for problem resolution.	05/12/08	I spoke with the customer today and he is going to have the relay users call our customer service if they want their number branded TTY.
11	05/10/08	Dialed 711 - Went to Georgia - the CA was very rude to customer and said 711 was not for Ohio. Bad attitude and not helpful!!!	05/10/08	Agent understands not to be rude to customers. Customer did not request call back.
12	05/07/08	Customer cannot reach the Ohio Relay when she dials 711. Her telephone number did not populate when she dialed to TRS Customer service. Branded the line for voice. Customer service apologized for the problem and a trouble ticket was opened. Follow up requested.	05/07/08	Spoke with the customer and she stated that all has been working fine and she can connect with her mother with no trouble.
13	05/06/08	Voice customer is unable to reach the relay operator, the system is not allowing for voice detection. The most recent calls took place yesterday Apologized, a trouble ticket was opened. No follow up requested.	05/06/08	Branded her number to voice. Her calls will be answered in voice on all relay calls.

14	05/06/08	An Ohio VCO user called to complain that the agent did not follow the notes in her file and agent typed answering machine message instead of just giving the "GA" to leave a message and had to redial to leave a message. Customer Service apologized for the problem. Customer did not request follow up.	05/06/08	The agent stated that she was aware of the customers notes, but after receiving a series of additional voiced instructions she missed the part of the notes regarding the GA. The agent said she attempted to apologize but the customer was upset and did not accept. The agent is aware of the importance of following customer notes and assured her supervisor she will focus on that going forward.
15	05/04/08	CA did a lousy job - person was trying to talk to me and the typing was very slow!!	05/04/08	Team Leader spoke with CA and asked her to pay closer attention to the call. Also, CA does type 60 words per minute which is the minimum required speed for a CA.
16	05/01/08	OH voice customer keeps coming in on the TTY line. Customer does not like the loud tones that are answering. Customer states an operator never comes on the line. Customer Service apologized to the customer and opened a trouble ticket. Customer would like a follow up from the Program Manager.	05/01/08	Left a voice message letting the customer know that her number was rebranded to voice. We tested it and it is working now.
17	04/24/08	OH TTY/VCO customer is not able to receive incoming calls with the relay operators. Customer is able to receive TTY to TTY calls with no problem, but when they receive a call through relay they do not get the typing from the relay. Customer Service apologized to the customer, and opened a trouble ticket. Customer's son would like follow up on his cell phone.	04/24/08	Customer said it is working better and asked about CapTel. Sent the CapTel form to him.

18	04/22/08	Customer states answering machine retrieval was not working when she reached the Minnesota center. Customer service apologized. A trouble ticket was opened. Follow up requested.	04/22/08	Left a message on her answering machine on 5/8 at 12:30, 5/8 at 2:50 and 5/9 at 11:25. Left my number for her to call me back.
19	04/21/08	Technical - General	04/21/08	This customer stated they experienced a fast busy when attempting their outbound call. At approximately 8:45 a.m. 4/20/08 the CapTel Call Center identified a problem with a network circuit. During this time the Call Center continued to process calls and service level and average speed of answer were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer service confirmed the customer was able to make their call upon trying again.
20	04/21/08	Technical - General	04/21/08	This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. CS Rep confirmed the customer was able to make their call upon trying again.

21	04/18/08	<p>Caller reported that the CA had awful typing during her business call to ATT. She could not read what was being typed in order to answer the questions about canceling her service. Customer Service apologized for the inconvenience and asked if she was able to read my typing okay. She confirmed that she could read my typing, however a bit garbled. I tried to instruct her how to disable Turbo code on her TTY to see if that made a difference. She said she would try that, but still thought the cause was poor typing skills by the CA. I told her the report would be sent to the call center supervisor. No follow up requested.</p>	04/18/08	<p>This issue is attributed to technical problem. VCO user has mentioned about garbled message. The agent requested a supervisor to observe the screen and the supervisor stated that there were no garbling nor misspellings on agent's part.</p>
22	04/17/08	<p>Customer states that this operator is the slowest typist that they have ever encountered with relay service. Apologized for the problem and assured that the complaint would be turned in as stated. No call back requested.</p>	04/20/08	<p>Team Leader met with CA to remind them to always do their best on a call. The CA does meet the minimum requirement of 60 words per minute.</p>
23	04/09/08	<p>Called one son to get phone number for other son and 2 operators unable to get the phone number right for her to call him. Luckily, he called her.</p>	04/09/08	<p>Team Leader spoke with CA and reminded him that if he is having trouble with a caller, he should call for assistance. Team Leader also called the customer and apologized.</p>
24	04/09/08	<p>Ohio VCO user complains that agent would not type entire recording message and he is sure there was more information than "office is closed." Apologized, explained I would inform agent supervisor. Customer did not request contact.</p>	04/09/08	<p>Customer did not request call back. Case is closed.</p>

25	04/09/08	Customer Complaint: Caller reported that she has been unable to retrieve answering machine messages since the new updates to Ohio relay service. Someone provided her the dedicated VCO number for another state to place her calls to retrieve answering machine messages and that had been working, but no longer works. Customer Service apologized for the problem and told her a trouble ticket would be entered and she asked that the program manager contact her. I told her I would email the program manager and ask her to contact her. Follow up requested.	04/09/08	Left a message on her answering machine on 5/8 at 12:30, 5/8 at 2:50 and 5/9 at 11:25. Left my number for her to call me back.
26	04/01/08	Caller reported that the CA and supervisor at the OH call center told her that the answering machine retrieval is not working at that time. She also was told that they are having trouble dialing out at some of their computers, so she should hang up and dial back again. Apologized for the inconvenience and thanked her for letting us know. Told her that a trouble ticket would be entered to resolve the problem. No follow up requested.	04/01/08	Customer did not request follow up. Case is closed.
27	04/01/08	Caller reported that the CA did not follow her database instructions which read, "Do not type ANS MACH MSG, just type GA to leave MSG". The CA typed, "Recording...wish to have entire message?" Customer Service apologized for the inconvenience of having to redial to leave her husband a message. Told her the report would be sent to the call center supervisor. No follow up requested.	04/01/08	Customer did not request follow up. Case is closed.

28	04/01/08	Customer experiencing disconnects and garbled messages from Relay (advised customer that a Trouble Ticket and complaint would be entered) Customer requests contact	04/01/08	Spoke with customer and she stated it happens off and on. She was not aware that if she hit the space bar twice, it will clear up the garbling. She thanked me for calling her. Technician made test calls with her and did not have problems. Customer will document details to share with us when she has problems.
29	03/31/08	Disconnect/Reconnect during calls	03/31/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
30	03/28/08	VCO customer was holding for 11 minutes and then the outbound call was disconnected once answered.	03/28/08	This was during Phoenix roll over and we have numerous trouble tickets in regarding the same issue.
31	03/28/08	Customer Complaint: Caller reported that the CA was a very slow typist and not accurate. Could not spell the words. Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested.	03/28/08	Agent does type at the requirement of 60 words per minute. Team Leader met with the CA and reminded him to be mindful of his spelling and typing speed. Team Leader followed up with the customer.

32	03/27/08	An OH VCO customer called to complain that agent did not follow the notes on her database. Caller complained that when she called a friend the agent typed answering machine message and then she had to call back to leave a message instead of leaving message on first try. Caller stated this happened on 3/27/08 at around 1:55pm. Apologized for the inconvenience. Customer did not request follow up.	03/27/08	The agent was coached on the importance of call focus and to follow customer note instruction.
33	03/27/08	Customer cannot reach OH relay when dialing 711. Apologized for the problem and assured that a trouble ticket would be turned in as stated. Call back requested to son's number.	05/28/08	Called the customer and it is working better, but he asked for information on CapTel for his mother. Sent the CapTel form to the customer.
34	03/26/08	The caller reported that every time she calls to relay dialing 711 the operator does not know she is using VCO. She has to keep asking over and over for VCO and has trouble connecting to place her relay calls. Customer Service apologized for the inconvenience and told the caller a trouble ticket would be entered to resolve the problem of the VCO branding not working. I provided the special VCO number that should work to connect her calls until the issue is resolved. She thanked me for my assistance. No follow up requested.	03/26/08	Customer did not request follow up.

35	03/26/08	Ohio voice user complains that he has been unable to reach his VCO user via Ohio Relay for 12 hours. The customer uses 711 and Ohio relay's 800 number, but neither number works. Apologized and let customer know I would inform the technicians. A trouble ticket was opened. Customer does not request contact.	03/26/08	The technicians looked into this. Customer did not request follow up.
36	03/26/08	Customer states her VCO branding was not in place when she made calls through the OH Relay. The customer was calling to Ohio Relay TTY number. Provided the customer with the Ohio Relay VCO's designated number. Re-branded the phone line for VCO. Opened a trouble ticket. No follow up requested.	03/26/08	Customer did not request follow up.
37	03/26/08	Customer VCO branding not showing when calling to Ohio Relay. Apologized for problem and opened trouble ticket. Customer requests follow up on this issue from Program Manager.	03/26/08	Spoke with customer and she stated she was happy that her calls were working fine again. Thanked me for following up with her.

38	03/26/08	Customer reports that the branding on her cell phone was dropped and she relies on the VCO branding. The customer wants it restored immediately. Apologized for the technical problem. A trouble ticket was opened. Follow up requested.	03/26/08	Customer sent me an email letting me know that her calls are going through relay and all is fine. She thanked me for following up with her.
39	03/24/08	The caller said that the agent did not follow the customer database instructions that say "do not type entire answering machine message – just type "ans mach". Said the agent typed the entire message and that costs her money on toll calls. Customer service apologized for the problem. Caller would like follow up from the supervisor as to why agent did this. Why didn't the agent read her notes.	03/24/08	Team Leader spoke with the agent and reminded them to double check ALL notes before processing the call and to follow them. Team Leader also called the customer.
40	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

41	03/05/08	Ohio VCO user complained that, "There is not enough awareness about relay, people are always hanging up, thinking I'm selling something." The caller suggested there should be something on TV so people know about it. The caller does not want agents to type (TALKING TOO FAST) she feels this wastes time when they could be typing what is said. Apologized, explained some telephone companies include literature regarding Relay, and there are Public Service Announcements on television. Provided the FCC number and let her know I would pass her concerns on to management. Explained agents are following procedure to keep caller informed.	03/05/08	Asked customer to give us names of businesses we could contact to educate them about relay as well as send them relay literature.
42	02/28/08	An Ohio TTY customer states this agent was not nice, would not listen and was very rude to them. Customer service apologized for this problem. No follow up requested.	02/28/08	Team Leader observed this call. The TTY user did not type all the numbers for agent to dial. The CA asked the TTY user to repeat the number and the TTY user got upset. I observed that the CA made no rude comments only asked to verify the number. The TTY user hung up before I had a chance to explain the situation to her.
43	02/28/08	Ohio TTY customer states the relay agent hung up on them. Customer says Ohio Relay Service made a call for me and the other party answered the phone and waited 14 minutes. The customer said it was okay to wait for 14 minutes and then operator hung up. Customer Service apologized to the customer. Customer would like follow up via phone.	02/28/08	Team Leader coached CA. The call was handled properly.
44	02/26/08	Caller reported that the CA was a very slow typist and not accurate. Could not spell the words. Customer Service apologized for the inconvenience and told her the report would be sent to the call center supervisor. Follow up requested.	02/26/08	Team Leader met with CA about typing a little faster. This agent is blind and does type as fast as he can while reading with his fingers too.

45	02/25/08	Ohio VCO complains that the agent did not pay attention to her notes and typed the answer machine message, wasting time and it was a long distance call. "This happens all the time with all the agents. There should be more advertising to make people aware of relay. The volume for agent headsets should always be set on high." Customer service apologized, explained I would let the agent's supervisor know about the issue. Thanked customer for her suggestions, explaining I would pass this on to the Relay Program Manager. Customer wants contact.	02/25/08	Team Leader met with this agent about following customer notes and asking for help if needed. Team Leader left message on customer's answering machine.
46	02/09/08	TTY upset that when they called into Ohio relay and the CA hung up on them.	02/09/08	Met with CA: CA understands not to hang up.
47	02/08/08	Customer reports problems when requesting answering machine retrieval from two specific Sprint Relay centers. (advised complaint and trouble ticket would be entered) Customer requests contact	04/03/08	Spoke with customer and she said it has improved. She thanked me for following up with her.
48	02/07/08	Service - General	02/07/08	On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.

49	02/06/08	Ohio customer reports the CA was inattentive on his call. The customer was on the line for 7 minutes before the CA processed his call. The customer note says "VCO User." Customer understands that the CA might not have heard him say the number the first time, but she kept him in limbo way too long before she asked him to repeat the number to call. Customer service apologized and supervisor will be notified. Follow up requested.	02/06/08	Team Leader spoke with CA about this call and the CA is on Final Warning.
50	02/05/08	Customer says all Minnesota and Missouri calls are garbled when she calls out from Ohio relay. There are no problems with any other operators. She also always gets garbling when calling into Customer Service. Thanked the customer for letting us know and assured that a trouble ticket would be turned in as stated. Call back requested - leave a message and she will call you right back.	04/03/08	Called customer and she stated all her calls are working now. She thanked me for following up with her.
51	02/01/08	OH Voice customer is not able to reach her friend through Ohio relay. Customer says the line is busy for locals calls. Family and friends who are long distance are able to reach the TTY user through relay. Customer Service apologized to the customer. Customer would like follow up by the Program Manager.	02/01/08	Customer called to let me know that relay is working fine. Thanked me for following up.

52	01/22/08	Customer states that she asked this agent to relay her messages to her which she does often and he did so very slowly. She had to repeat the messages 4 times for him to get them typed to her. When she asked if he got them he was rude and said she was interrupting him. Customer Service apologized for the problem and assured that the complaint would be turned in as stated.	02/01/08	Coached agent to follow customer's instructions and not to be rude to customers. Agent understands and apologizes for this. Customer did not request follow up.
53	01/20/08	Notes in profile indicate that customer would like to leave message if it's an answering machine. This operator typed the entire answering machine message instead of allowing the customer to voice her message on the first dial out. Customer indicated that recently this has been happening fairly often.	01/20/08	Operator was coached to pay attention to customer notes. Operator does not think it was her, as she was out on bereavement for a few days around the date that this customer contact was opened, or maybe the customer notes did not display when the call came in. Operator stated she would have gotten a supervisor or completed a trouble ticket if there was a problem.
54	01/16/08	Customer cannot reach VCO friend through the Ohio Relay. The line is always busy. Customer service apologized and a trouble ticket was opened. Follow up requested.	01/16/08	Spoke to the customer (customer is hard of hearing) but the customer was able to understand the relay operator. She said that she continue to experience problems trying to get a hold of the VCO and the line continue to be fast busy sound. The customer will try again and Program Manager obtained an email address from the customer. The customer called to let me know that the relay calls are working fine. Thanked me for following up on this.

55	01/07/08	An Ohio TTY customer called to complain that the agent did not respond to a question asked. She had to ask the question twice before it was answered. Apologized for inconvenience. No follow up requested.	01/07/08	CA read question to outbound. The outbound did not respond and TTY caller repeated question and then started complaining about the agent. Coached the agent to pay attention to customer's requests. Agent understands.
56	01/07/08	Accuracy of captions	01/08/08	Customer shared feedback regarding a word that was captioned wrong, and a general comment on accuracy of captions. CS Rep thanked customer for the feedback and informed them that follow up can be done with call center personnel who address quality monitoring if the customer will share the date, time, CA # for more specific follow up. Customer agreed to note this detail on any future applicable calls.
57	01/02/08	CA dialed wrong number. VCO user told CA it was wrong number and CA still dialed the incorrect number.	01/02/08	Team Leader spoke with this agent about following customer instructions.
58	01/02/08	Customer states that he really doesn't want to seem picky but the CA misspelled "voucher" at least three or four times and there was also some confusion in the relaying of the customer's street name during the call. Apologized to the customer and informed him that the CA would be coached. Customer is satisfied and does not want a call back.	01/02/08	Team Leader met with CA and reminded him to be mindful of his spelling. Also to verify street names and spellings.

59	01/02/08	CA dialed wrong number. VCO user told CA it was the wrong number but the CA still dialed incorrect number.	01/02/08	CA did dial the wrong the first time, she went to correct it and ended up dialing the wrong number again. Met with CA and explained to CA to double check the number before dialing out and to always verify if needed.
60	12/23/07	Terrible, awful! Slow on the frequent dialed list, didn't announce who was on the phone, poor spelling and typing. No follow up requested. Forwarded to correct center.	12/23/07	The agent does remember the call and stated the customer provided a telephone number so she did not have to use the frequent dialed list. She also stated the number was verified the first time but not the second time. Coached agent on spelling and to follow all instructions from the customer before processing the call.
61	12/22/07	Customer states she has not been able to call into the relay service for a few days. When she calls 711 or the direct 800 number for the relay service the line just rings and there is no answer. She has contacted her phone company and they informed her the relay calls are processed through a Sprint line and to contact Sprint. She would like to be contacted back with a solution to this problem.	12/22/07	Called the customer and it is working. Thanked me for following up.

62	12/18/07	Ohio VCO customer stated this agent did not follow her customer notes. She has very detailed instructions and none of them were followed. She asked that this agent be coached and understand the importance of following customers notes. The customers notes states DO not type answering machine just give the GA so can leave message the first time. This agent typed out the entire answering machine recording and then had to redial so customer could leave a message.	12/18/07	Team Leader met with CA. There were no customers notes pulled up. CA understands to follow all instructions in database.
63	12/18/07	Caller said agent did not type beep the first time so customer could leave message without having to redial. Apologized for the problem. Follow up not required on this issue.	12/18/07	Agent is aware to follow customer notes/requests. No customer follow up requested.
64	12/18/07	Ohio VCO customer upset that the agent did not follow her notes. She asks that the agent be coached and understand the importance of paying attention to customer database notes. Her notes states not to type out the answering machine recording to give GA so can leave message the first time. The agent typed out the entire recording and then had to redial so customer could leave a message. She also has frequent dialed names and numbers listed and it also states this in her notes but agent still asked for the calling to number instead of pulling up this list.	12/18/07	The operator remembers the call. When the answering machine was reached the operator typed out the entire recording and the customer wanted to leave a message. Does not remember the frequent dialed number list instance. The supervisor explained to the operator to read and follow all customer notes and instructions before processing the call.

65	12/11/07	VCO customer states the CA did not follow her notes. The customer wants to leave a message the first time without redial. She asked the CA why he typed the message. The CA replied "it's a habit. I always do that." Customer wants CA's to follow her database notes. Apologized. The supervisor will be notified. No follow up.	12/11/07	Spoke to the agent regarding this call. The agent does remember the call but does not remember seeing any notes regarding the customer. Supervisor reminded the agent about the importance of following customer notes if a customer has them. Also reminded the agent to look and make sure and see if a customer has notes before processing any call. Agent understands. No follow up requested.
66	12/03/07	Ohio TTY customer states agent was rude and did not wait for her to finish typing and interrupted her. Customer also states agent did not follow instruction and caused her confusion. Customer service apologized for problem. No follow up requested.	12/03/07	Both CA's were talked to by their Team Leaders and have been instructed not to interrupt TTY callers.
67	12/02/07	Operator wasn't reading customer correctly. Customer had to repeat three times. Operator was also very rude. Customer wishes operator would follow caller's instructions and pay attention to the call.	12/02/07	Team Leader met with CA. CA was coached.
68	11/27/07	Program manager reports voice customer dials 711 to reach the Ohio Relay. The Relay system is not detecting her voice number; it is sending TTY tones. A trouble ticket was opened. No follow up.	11/27/07	Program Manager corresponded with the customer and the customer's relatives on several occasions. It is now solved and taken care of. The customers are satisfied.

69	11/26/07	A TTY Blind customer states the agent is not paying attention to her computer and is wasting her time. Apologized. No follow up requested.	11/26/07	Team Leader met with CA and CA stated that the TTY users text was coming in garbled and when they typed that to the TTY user, they got mad and hung up.
70	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
71	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
72	11/22/07	CA was rude. Told TTY user to hurry.	11/22/07	Agent was spoken to about being polite and professional at all times. The agent understands.
73	11/19/07	TTY customer reports Relay operator did not dial number requested. The operator did not answer questions the customer asked. No response whatsoever, no dialing, nothing. Customer wants to know if operator was asleep at their work station. Customer requests contact.	11/30/07	CA stated they were not sleeping. Their computer locked up and was unable to do anything. It was written on disconnect log at bridge.

74	11/14/07	Ohio VCO customer states this agent did not let her know the line was ringing and was very displeased with this. Customer service apologized and let customer know supervisor would be notified. No follow up requested.	11/14/07	Team Leader met with agent and he said he did send the ringing macro but did say he missed the first two rings, but sure he sent the ringing macro. Reminded CA to be aware of delays and keep the caller informed.
75	11/02/07	Voice customer dials both the 711 and 800 number reach the Ohio Relay. The system does not recognize her as a voice customer. Apologized. Branded the line for voice. Opened a trouble ticket. No follow up.	11/02/07	Customer did not request follow up.
76	10/15/07	Ohio voice user complains she gets loud tones now when calling to her son. She is elderly and this hurts her ears. Apologized, explained branding can drop off for various reasons. Re-branded her number as voice answer type. No contact requested.	10/15/07	Customer does not require contact.
77	10/11/07	Ohio TTY user complains he may be charged by the wrong long distance carrier through relay. Verified carrier information with customer, established customer profile and referred caller to billing company, explaining Sprint Relay can not adjust or credit another provider's long distance charges. Supervisor assisted and also referred customer to provider and program manager. Customer may contact program manager.	10/11/07	There were no contact information and the customer has not yet contacted me. Complaint is closed.

78	10/08/07	Technical - General	10/16/07	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. This remedied the circumstance.
79	10/05/07	Ohio VCO user dials via dedicated VCO number asked to call from her frequent dialed list to her daughter, received greeting from a CA, then nothing further. Customer tried typing and speaking to agent but no response. Apologized, verified customer profile in place, and explained it may be a system issue so I would let the supervisor and technicians know the issue. Entered trouble ticket. Customer does not want contact.	10/05/07	This agent did not work on the day of the alleged incident reported to us.
80	09/28/07	Technical - General	09/28/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
81	09/17/07	Did not answer customer, just stayed on the line and said nothing . . very rude!	09/17/07	This agent was experiencing technical difficulties right before this complaint was documented on the call verification log. (VCO customer).
82	09/09/07	Agent asked "Can you read me?" Agent hung up on caller Customer Service representative assumes garbling problem was the cause.	09/09/07	Team Leader met with CA and the CA remembers a call with garbling. There is a disconnect approved by Team Leader at bridge on the day this was written.
83	09/09/07	Agent disconnected caller after no response. Customer service agent apologized and told customer that the complaint would be forwarded to the supervisor.	09/09/07	Team Leader met with the CA and reminded them to call a Team Leader over before any call is disconnected because in this situation it would have been beneficial to the CA.



The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to assure safe, adequate and reliable utility services.

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

June 28, 2009

Received & Inspected

JUL 1 - 2009

FCC Mail Room

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2008 through May 31, 2009.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints regarding the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

044

Received & Inspected
JUL 1 - 2009
FCC Mail Room



Ohio
FCC Complaint Log 2009

Complaint Tracking for OH (06/01/2008-05/31/2009). Total Customer Contacts: 96

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/08	The TTY customer states the agent disconnected before they could type. Customer Service apologized for the incident and assured the customer that the agent would be coached by a supervisor.	06/02/08	The agent waited approximately two minutes, called for a supervisor and had the call disconnected due to no response. This incident is documented.
2	06/03/08	A caller reports that Deaf customers are able to reach relay but are unable to contact this business via relay. When called, they get a siren-like noise. I tested the number today at 10:15 AM CT. I apologized and created a Trouble Ticket. Follow-up was requested.	06/03/08	I spoke with the customer and she stated that all is now working well. She thanked me for following up with her.
3	06/06/08	A TTY customer states that the agent hung up on her. The call took place today, 6/6/08, at approximately 12:15 CT. Customer Service apologized. No follow-up was requested.	06/06/08	The agent was coached by the Team Leader and was instructed to call a Supervisor if they are having trouble with a call so any disconnects can be documented.
4	06/26/08	The customer wanted to leave a message on an answering machine. The agent at first dialed the wrong number. The agent did apologize and the customer recognized the apology but still wanted to write a complaint.	06/26/08	The Team Leader met with the Communication Assistant (CA) and reminded him to verify the number if needed and to pay closer attention to dialing the correct number the first time.
5	06/26/08	A customer complained that the Communication Assistant (CA) repeatedly typed "Sorry please repeat." The customer didn't appreciate being asked to repeat and was sick of repeating. The customer asked the CA to repeat the number back because the CA kept dialing the wrong number.	06/26/08	The Team Leader met with the Communication Assistant (CA) and this incident had been documented as garbling. The Team Leader mentioned to the CA to call a supervisor a little sooner instead of asking the caller to repeat so many times. A letter was sent to the customer on 6/26/2008.
6	06/26/08	A customer filed a complaint regarding the accuracy of the captions.	06/30/08	The customer shared feedback regarding the accuracy of captions. The Customer Service representative apologized for the incident and thanked the customer for the feedback. The customer was informed that the information would be shared with the appropriate captioning service staff for follow up. This agent's calls were monitored for quality and coaching on call handling was provided. The customer was satisfied with this resolution.
7	07/01/08	A customer states that on June 19, 2008, he was not able to place a long distance call through the OH Relay using Cincinnati Bell. Customer Service apologized and a Trouble Ticket was opened. The customer prefers follow-up at his convenience, so he will call Customer Service for follow-up.	07/01/08	The customer did not leave contact information for follow-up.
8	07/03/08	An OH VCO user complains he is still unable to make long distance calls using OH Relay with Cincinnati Bell as a carrier of choice in his profile. The customer is upset he can't communicate with family or place calls for business purposes. I apologized and explained I would inform the technicians that the problem continues. I spoke with the center supervisor who reports that other callers using CN Bell are having issues as well. I advised the caller to check with the phone company to verify the CIC codes for his long distance plan. The customer does not request additional contact.	07/03/08	The customer called back saying Cincinnati Bell referred him back to relay saying it's a relay problem. Agent apologized and confirmed entered a Trouble Ticket for this issue. The customer did not request follow-up.

9	07/04/08	A customer reports the operator "just stopped typing in the middle of my conversation. There was a long pause after I said GA before anything got back to me and then the operator disconnected me."	07/04/08	The agent did not hang up on the customer. The computer's memory became full and decided to "dump" the memory in the middle of the call. This stops the call process and disconnects the call. This is a technical issue and not an agent error.
10	07/06/08	A voice customer was not able to reach Ohio Relay when dialing 711 or the toll free number. Customer Service apologized. The Relay system appears to recognize their phone number as a text telephone user. Customer Service will brand the line for Voice. Follow-up was requested.	07/07/08	Agent verified the line is now branded for voice. Agent spoke with the customer and she stated she can now use 711 to reach Ohio Relay. Relay answers on the first ring and she has been able to make her Voice-to-TTY calls. The customer also dialed the toll free number and it is also answered as a voice call.
11	07/07/08	An OH VCO customer complains the agent didn't know how to retrieve her messages, which delays her being able to return calls. Customer Service apologized and explained the agent's supervisor and trainers would be notified. The customer wants to be contacted by a Relay Program Manager.	07/07/08	Manager followed-up with this agent and she stated she does not recall having difficulty in retrieving messages. The agent was able to demonstrate her knowledge in message retrieval. Automatic Message Retrieval and Voice mail. Account Manager called the customer and left three messages for her to call back. The customer has not returned calls. The case is closed.
12	07/07/08	A customer reported experiencing garbling on relay calls. I apologized for the problem and opened an on-line trouble ticket. Follow-up is required for problem resolution. The customer said she will continue to call until the problem is resolved.	07/07/08	The customer did not leave contact information for follow-up.
13	07/09/08	An OH VCO customer states the relay operators are unable to retrieve her messages from her answering machine. Customer Service apologized to the customer. The customer would like follow-up by the Program Manager.	07/09/08	The agent said the call was disconnected or the caller hung up before she was able to set up the call. The agent is familiar with the correct procedures for Answering Machine Retrieval. Agent followed-up with the customer to let her know the Team Leader met with the agent.
14	07/09/08	An OH VCO customer states the relay operator typed out the answering machine message even though it states in her notes not to type out answering machine messages. Customer Service apologized to the customer. The customer would like follow-up from the program manager.	07/09/08	The agent acknowledged that she misread the customer's note and typed the answering machine message. The agent attempted to apologize to the customer. Manager told the customer that the agent acknowledged that she misread the customer's notes. She apologized for this.
15	07/09/08	An OH VCO customer states the relay operator is unable to retrieve her messages from her answering machine. Customer Service apologized to the customer. The customer would like follow up by the Program Manager.	07/09/08	Follow-up with the agent was not possible due to insufficient information provided to us. There was no indication when and/or what time this incident occurred. If this occurred prior to the initial customer contact with customer service, the agent identified was not scheduled at the time of the alleged incident. Manager left three messages for the customer to call me back. Manager did not get any return calls. The case is closed.
16	07/11/08	An OH voice caller works in banking and complains that when speaking with her hearing impaired customer the agent relaying the call made it hard to follow due to mumbling and mixing up numbers given by her customer. The caller has used relay frequently and feels this kind of service makes it more difficult for the public to understand a service they may not be familiar with. Customer Service apologized and explained the agent's supervisor would be notified for follow-up with the agent. The customer does not want to be contacted.	07/11/08	The Team Leader met with the Communication Assistant (CA) and advised her to speak more loudly and to read carefully what is typed by the TTY user. She emphasized to not be in a hurry and that to turn up the volume on the microphone is a standard procedure.

17	07/13/08	A customer is experiencing problems making voice to TTY calls via OH Relay using Yahoo Messenger from their computer. The customer requested to be contacted back.	07/15/08	The Relay Customer Service representative contacted the customer to discuss the issue. The problem experienced is not a Relay issue. The customer will contact Yahoo Messenger Service regarding calling from a number transmitted to Relay.
18	07/15/08	A VCO customer complained of garbling and is prepared to contact the Better Business Bureau. The most recent garbled call took place today prior to 11:00 AM CT. Customer Service apologized and opened a Trouble Ticket. Follow-up was requested.	07/15/08	The customer said her calls are improving, but she will document everything when the problems do arise. She thanked me for working with her.
19	07/17/08	An OH VCO customer says the agent did not follow her profile instructions indicating not to type the answering machine recording and to type only gender and GA for greeting. Customer Service apologized for the inconvenience. Follow-up was requested.	07/17/08	The agent is aware to follow a customer's profile notes and instructions. Agent followed-up with the customer.
20	07/17/08	An OH VCO customer says the agent did not follow her profile instructions indicating not to type the answering machine recording and to type only gender and GA for greeting. Customer Service apologized for the inconvenience. Follow-up was requested.	07/17/08	All agents were coached on the importance of following a customer's notes and instructions. I left a message with the customer apologizing and informing her that all agents were coached on the issue.
21	07/17/08	An OH VCO customer says the agent did not follow her notes to not type out the answering machine message and to not type any greeting expect for gender and GA. Customer Service apologized for the inconvenience. Follow-up was requested.	07/17/08	The agent remembered the call and he said he was certain that he had followed the customer's notes to the "T". The agent is very careful to read and follow customer notes. Agent called the customer back and left a message on the answering machine that I had followed up with this agent.
22	07/17/08	An OH VCO customer says this agent did not follow her customer notes about answering machine retrieval or typed greetings. Customer Service apologized for the inconvenience. Follow-up was requested	07/17/08	Coached Agent on reading and following customer notes. Agent will be very careful in the future. Left message on customer's ans machine to let her know that Agent had followed up with the agent
23	07/17/08	An OH VCO customer called to complain that agents in MO and MN centers are not able to retrieve her answering machine messages. Customer Service apologized for the inconvenience and opened a Trouble Ticket. Follow-up was requested.	07/17/08	Agent called the customer three times and left messages for her to call me back. The customer has not returned my calls. The case is closed
24	07/18/08	A customer complains that the operator did not follow the customer's profile notes that state "Don't type answering machine message-just type (ans mach)GA". Also "type gender and then GA when phone is answered". The operator apologized, however the customer is very tired of this happening on so many calls. Customer Service thanked her for letting us know and told her the report would be sent to the call center supervisor. Follow-up was requested.	07/18/08	The Team Leader went over this complaint with the agent. She said that she misread the instructions, apologized for the inconvenience and will be more careful in the future.
25	07/23/08	An OH TTY customer reports being unable to connect using 711, although they are able to connect to relay via the toll free number. Relay Customer Service apologized for the problem, instructed the customer to dial the toll free number to connect for the time being and turned in a Trouble Ticket. Follow-up was not requested.	07/23/08	The customer did not provide their contact number for us to work with their LEC. The customer also did not request follow-up

26	07/26/08	A voice customer called in six times on 7/26/08 and heard only TTY tones on each call when attempting to reach relay services. The customer dialed both 711 and the 800 number and was able to get through but only to TTY tones; voice communication was never established. The customer's LEC is AT&T. Customer Service apologized to the customer and went through the steps on the 711 Troubleshooting Job Aid sheet. They gathered pertinent information and informed the customer the issue would be directed to Technical Support for resolution. The representative recommended the customer continue attempting to establish communication with a relay operator, making sure to stay on the line through the TTY tones for a possible link to a voice operator. The customer requested follow up.	07/26/08	Account Manager spoke with the customer's son who stated that his mother has not had trouble with her relay calls and all is working well.
27	07/31/08	A customer reports an agent had trouble reading what was typed and relaying what was said.	07/31/08	The Supervisor met with the agent and reviewed voice tone and reading text to the caller.
28	08/04/08	A TTY customer states they cannot reach Ohio Relay Service. Customer Service apologized for the problem and opened a Trouble Ticket. Follow-up is required for problem resolution.	08/04/08	A technician left a message for the customer on August 25 and Agent left another message today, September 29, requesting the customer call me back. Agent left another voice message for the customer to call back. The customer has not returned any of the calls. The case is closed.
29	08/06/08	A caller reported that for the past six months she has been unable to connect to her sister-in-law in MA using the OH relay toll free number and 711. She has also tried the MA relay number. The relay agent reaches a siren type sound with no ringing when dialing the TTY number. I placed a test call directly to the number and it rang with no answer six times. I entered a Trouble Ticket with all the details. I apologized and let her know that a Trouble Ticket would be entered, and a technician might call if more information was needed. She welcomes any call and follow-up is requested.	08/06/08	Agent forwarded this issue to the development team and they said the problem originates from the private lines. Account Manager called the customer to let her know.
30	08/10/08	The customer stated that the Communication Assistant did not type accurately or verbatim what was voiced by the person she called. I apologized to the customer. No follow-up is necessary.		The customer did not request follow-up.
31	08/11/08	An OH Voice customer states that when dialing the toll free number to reach a voice relay agent they get TTY tones and then the line disconnects and they are unable to place their call. Relay Customer Service apologized for the problem and submitted a Trouble Ticket. Follow-up is requested.	08/11/08	Agent left three voice messages on the customer's voice mail asking her to call back. No calls returned, case closed.
32	08/12/08	The customer states, "the relay operator didn't type clearly and it was all mixed letters. I was not satisfied."	08/12/08	Agent explained to the TTY user that it sounded like a technical issue and was not necessarily the operator's typing. Agent emailed the customer that the agent had been coached and given ways to possibly clear up garbling.

33	08/12/08	The customer reports that a VCO to VCO call was not processed correctly. The Communication Assistant did not type anything for either caller on line.	08/13/08	The Supervisor reviewed VCO to VCO procedures with the agent.
34	08/15/08	The customer states a Communication Assistant did not know how to properly leave a message on an answering machine	08/15/08	Manager met with the Communication Assistant and covered VCO to answering machine procedures.
35	08/17/08	A caller reported that the agent did not read and follow her customer notes. She wanted to leave a message the first time and the agent did not do that. No follow-up was requested.	08/18/08	The Supervisor spoke with this agent about the call. She remembered the customer and did admit to making the mistake. The agent apologized at the time to the customer but the customer hung up. The agent again apologized for the inconvenience.
36	08/19/08	The customer states the agent made the same mistake on three separate calls. She wanted to leave a message without redial. The notes are in place in the customer profile database. Customer Service apologized. No follow-up was requested.	08/19/08	The agent remembers this and says the notes indicate to not type answering machine recordings but does not say to leave a message the first time without a redial to the answer machine. The procedure is the agent hangs up and lets the caller know an answering machine was reached. The agent then waits for the customer to say if they want to leave a message or not. The agent does not assume the customer wants to leave a message.
37	08/21/08	The customer reports the Agent typed verbatim what the outbound voice person said and after 3 minutes the outbound voice caller hung up	08/27/08	The Agent followed procedure.
38	08/23/08	The caller complained that the agent did not follow her instructions and was not focused on the call.	08/28/08	Agent met with agent and coached them about maintaining focus and keeping the caller informed.
39	08/24/08	A customer stated that the agent did not follow their instructions. The Customer Service representative apologized to the customer. No follow-up was requested.	08/24/08	There is no agent with that number
40	08/27/08	An OH VCO customer states the relay operator did not follow the customer's notes. The customer does not want the operator to type out the message recording, so that they can leave a message the first time. Customer Service apologized to the customer. No follow-up was needed by the Supervisor.	08/27/08	The agent was coached on the importance of reading the customer's notes and following the instructions as stated. The agent acknowledged this
41	08/30/08	A customer has made many attempts to reach a number. However, the relay operator states the number is invalid and will not place her call. Customer Service apologized for the inconvenience. The customer requested a follow-up.	08/30/08	Customer Service entered a Trouble Ticket to resolve the issue so the customer will be able to connect to the number dialed through relay Agent left a message to ask the customer how her calls were working out Agent left two more messages. There was no answer nor an answering machine. The case is closed
42	09/01/08	The customer gets garbling on their TTY and cannot read the relay agent's typing.	09/05/08	Agent called the customer and she got a new telephone so all is now working fine

43	09/02/08	A customer states the agent did not keep the VCO user informed and then disconnected the call. They asked the agent to hold for 3 minutes and the Agent typed that they can only hold for 3 minutes, then disconnected before VCO user returned to the call.	09/02/08	The Agent was typing the outbound caller's response. The outbound caller voiced that they could only hold for 3 minutes and the agent was merely typing the outbound person's response. After the voice party hung up, the agent relayed that the person hung up.
44	09/02/08	A customer reports they were waiting for the Communication Assistant (CA) to respond. The CA said 'one moment please' and then gave no further response. The caller was not sure if the CA had hung up, so they called back and got a different CA	09/02/08	Agent met with the agent and coached them about maintaining focus and keeping the caller informed.
45	09/08/08	A TTY user came in on the wrong line and hung up.	09/09/08	The customer did not request follow up.
46	09/10/08	A TTY call came in on the wrong line.	09/10/08	The customer did not request follow-up.
47	09/12/08	An OH Voice customer reports calling 711 and that nothing happens. The customer said she called from two different phones and got the experience. The customer states they do not need to dial a 1 or 9 to get out of the building. The customer calls to our designated toll free number and reaches a relay operator. The customer is afraid other people will not be able to reach a relay operator when dialing 711. Customer Service turned in a Trouble Ticket. No follow-up was needed.	09/12/08	The customer did not request follow-up.
48	09/18/08	A caller is experiencing feedback that sounds like an echo on the line when making Speech to Speech calls. Customer Service apologized for the problem and opened a Trouble Ticket. Follow-up is not required on this issue.	09/18/08	The customer did not request follow up.
49	09/18/08	The agent asked the VCO caller to speak more quietly while in the middle of the call and the VCO user was very embarrassed	09/19/08	Manager met with the agent and emphasized it is against procedure to interrupt the call to tell the caller they are speaking too loudly.
50	09/21/08	A customer states: "The operator was not patient. The operator interrupted in the middle of typing. The operator needs to be patient "	10/01/08	The Supervisor met with the operator and coached the operator to be careful and not to interrupt.
51	09/29/08	An OH VCO customer states this agent was rude, did not leave a message as instructed and hung up on them. Relay Customer Service apologized for the problem. No follow-up was requested	09/29/08	The Supervisor spoke with this agent. She stated that she tried to tell the VCO user they would have to voice the message or type it for the agent to read. The agent did not feel she was rude; she was just trying to make the call easier for the VCO user. She was coached on following customer instructions and maybe phrasing things a little differently. The agent apologized for the inconvenience to the customer.
54	09/30/08	Caller states that the agent hung up on them	10/02/08	The agent did not remember the phone call or hanging up on anyone. I mentioned the need to be cautious and to have documented it if it does happen. I attempted to call the customer back, but the phone number was disconnected.

55	10/03/08	An OH voice customer who is hard of hearing reports that he keeps getting very loud noises when he uses relay to talk with his TTY callers. "Your service is not very good." Agent apologized and explained his telephone number preference and brand was set as a VCO user in the system. I changed his settings to Voice user. Agent asked him to allow 24 hours for branding to be effective and call back if the problem continues. The customer does not want follow-up contact.	10/03/08	The customer did not request follow-up.
56	10/06/08	An OH HCO user complains that agents do not announce relay to her or her husband who answers the phone by voice. She keeps missing calls. The customer suggests that more training be given to agents on HCO procedures. Agent apologized and explained that I would be sure to pass this information on to the trainers. The customer does not request follow-up.	10/06/08	The customer did not request follow-up.
57	10/06/08	Customer called "I just made a call awhile ago. The agent hung up on me and I don't know why." I apologized to the customer for the inconvenience and assured him that this would be forwarded to the appropriate supervisor. The customer requested follow-up at the telephone number provided.	10/06/08	Manager met with the agent. The call rolled over to the agent and they announced the call, but there wasn't a response. The call rolled over and the agent announced, but with there still being no response the agent hung up. The call did not come through and the agent followed the correct procedures. The agent understands not to just hang up on a customer. When there is no response, the agent is permitted to hang up. Agent left a message that that agent was coached.
58	10/07/08	A customer reports being unable to make Long Distance calls via Relay using their carrier of choice. The relay operator hears a recording that she is unauthorized to make a Long Distance call. A Trouble Ticket was entered and the customer requests contact.	10/15/08	Agent spoke with the customer and she told me she has not made any long distance calls since she reported the problem. She will make a call and let Customer Service know how it went. Customer called back and all is working well now.
59	10/19/08	A customer stated their cell phone could not make contact with a voice relay operator. Customer Service apologized and submitted a troubleshooting form. The customer requested follow-up from a technician.	10/19/08	The cell phone number was rebranded as a Voice line as directed by management. If the problem persists after branding, a Trouble Ticket will be entered.
60	10/22/08	A customer complains their agent was "a Bad speller! examples - wharranty (warranty), juswt (just), dllel (dell)." The complaint was submitted on 10/18/08, but no date was given for the actual call. The information was forwarded to the correct center. No follow-up was requested.	10/22/08	Manager met with the agent and discussed the problem with spelling so as to not have it occur in the future. Coaching included pacing the customer and being more aware. The customer did not request follow-up.

61	10/27/08	The caller reported to Customer Service on 10/25/08 that she has had problems connecting to VCO OH relay for the last four months. Also, voice callers are unable to reach her when dialing 711. They just get TTY tones or computer-like tones and then it disconnects without a voice operator ever answering. She has reported this several times with a Trouble Ticket entered with the most recent complaint. Customer Service apologized for the problem and offered to brand all the numbers that might call to her as VOICE so that they would connect immediately to the relay operator. She provided 94 numbers which Customer Service will brand. The representative checked her number and it is branded as VCO. Follow-up was requested.	10/27/08	Agent left a message on voice mail for the customer to call me. Agent called the customer three times through relay and she hung up each time agent attempted to reach her. The case is closed.
62	10/29/08	A caller reported that he is unable to receive incoming relay calls to his barbershop from regular customers. When they dial 711 or the toll free OH Relay number, the line never connects to a voice operator. This is hurting his business and he is fed up with the situation. He cannot afford to hire a receptionist. He provided examples of two customers and numbers that could not reach him. Customer Service apologized for the inconvenience and submitted a Trouble Ticket. They advised him the report would be sent to the Program Manager. Follow-up contact was requested.	10/29/08	Agent got a recording stating that this number was disconnected and no further assistance was available.
63	11/06/08	A complaint was submitted regarding the accuracy of captions	12/04/08	The customer shared general feedback regarding captions he is receiving. The Customer Service Representative asked the customer if he could provide a sampling of what he is seeing or details such as the date, time, and agent ID of a call. This would allow us to take specific action with Call Center personnel. The customer has selected not to provide further comment or detail.
64	11/10/08	Caller reported that she was unable to connect to her home number through OH Relay from her number at work. The agent reaches an error message that says that the number is INVALID. She recently switched local phone carriers from Cincinnati Bell to Time Warner, and evidently the new home number is not valid in our system. Calls directly from desk phone in Customer Service went through to the number fine. Customer Service Response: Apologized for the inconvenience and told the customer a trouble ticket would be entered to resolve the issue. Thanked customer for letting us know. Follow up requested.	11/10/08	Agent called on March 19 and got a recording which would not allow me to leave a message and to try my call again later. On March 25th, agent called the customer's videophone number and received no answer. Agent called again on April 16th and received no answer. The case is closed.
65	11/21/08	A complaint was submitted regarding the accuracy of captions	11/21/08	Customer's husband shared general feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for bringing their experience to our attention. Customer did not have specifics for us to follow up with. CS rep noted that if the customer documents the date, time and CA# of any future calls, we can take more specific action with the CA captioning the call.

66	11/24/08	An OH VCO customer called to complain that the operator's typing was so poor that they could not understand what the person they were calling was saying. The caller stated this happened at approximately 2:10pm today. Customer Service apologized for the problem. The caller did not request follow-up.	11/24/08	There is no agent with that ID number. The complaint is closed due to no agent to follow-through with.
67	11/29/08	An Inbound Speech to Speech call came in on two computers at the same time and the customer could not successfully connect. He could not hear either of the agents. It happened again and the caller had no connection. He disconnected the second time and called back in a third time to finally get one operator. He said he wasn't mad, just scared; that it wasn't a complaint, just a concern.	11/29/08	The Team Leader talked to the customer and informed the customer a Trouble Ticket had been entered about the issue. The Team Leader advised the customer to let us know if the problem happens again and he said that was okay.
68	12/04/08	An OH VCO customer reported experiencing difficulties connecting to OH Relay VCO and TTY numbers for the past week. The customer receives typed messages to hold for next available operator but is not connected. Test calls were made from a Relay Customer Service desk phone to OH Relay VCO and TTY numbers and both connected immediately. The Customer Service representative advised the customer that a Trouble Ticket would be entered and transferred the customer to an OH VCO operator to make her call. The customer did not request additional contact.	12/22/08	The customer stated she would call Relay Customer Service to check the status of her complaint.
69	12/04/08	A customer states that she cannot reach relay consistently when using the VCO dedicated line number that is programmed into her phone. Previously, it worked just fine but in the last several months has only worked intermittently. Customer Service apologized for the problem and assured her that a Trouble Ticket would be sent in on the problem.	12/05/08	On 3/13/09, Agent left a message on an answering machine for her to call back. Agent called again on 3/17 and received no answer nor an answering machine. Agent called on 3/17 at 3:50 PM and left a message on voice mail. The customer has not returned the call and the case is closed.
70	12/04/08	A caller reports they cannot reach OH relay through the dedicated VCO number. Customer Service apologized for the problem and opened a Trouble Ticket. Follow-up is needed to ensure problem resolution.	12/04/08	Agent called on 3/13 at 12:55 PM, no answer. Called again at 11:55 AM on 3/17, no answer. Called at 3:55 PM on 3/17, person hung up on agent. Case is closed.
71	12/07/08	The customer gave instructions to not type out the answering machine recording and let her leave a message. These instructions were also in her customer notes. The operator typed the answering machine recording and did not follow these instructions. Customer Service apologized for the inconvenience and assured the person that the operator would be instructed in correct procedure. The customer did not request follow-up.	12/07/08	Manager coached the operator on the importance of listening to, reading and following through on customer instructions.
72	12/08/08	AN OH VCO customer complains the agent typed out the message on an answering machine, causing her to have to redial to leave a message, rather than following her notes with instructions. Customer Service apologized and explained the agent's supervisor would be notified about the issue. The customer did not want further contact.	12/08/08	The agent was coached to follow a customer's notes.

73	12/27/08	A VCO user reports that they cannot reach an agent. This has been an on going issue and they would like the problem addressed and hopes that relay can fix the issue. The VCO user has tried several times, Customer Service has transferred her also and she still does not get an answer from a relay agent. The individual was very upset. The Customer Service representative apologized and stated that the information would be passed on. No follow-up was requested.	12/29/08	Agent called the customer on March 13 and she asked that Customer Service should not call her anymore and hung up. Agent tried called again and there was no answer. Third time, a person answered and hung up. The case is closed.
74	01/02/09	The Communication Agent did not dial out and ignored instructions for VCO. Finally, the VCO caller hung up and would like a letter sent for follow-up.	01/02/09	The Team Leader met with the Communication Assistant (CA). When the CA dialed out, they received the error message "cannot dial out." The CA typed (pls repeat) and the VCO caller screamed out the number. The CA could not understand it and then the VCO caller hung up. The CA says she has had this same VCO user since then with no problems or issues on dialing out or understanding the caller. The Team Leader reviewed procedures for what to do when getting error messages and when not able to understand a caller.
75	01/02/09	A voice user reports that her grandmother makes VCO calls and gets an "invalid number" message when calling the correct numbers to family members. Calling directly, the same numbers go through fine. Agent apologized and explained that I would let the relay technicians know about the issue. Test calls produced the same results and the recommendation was to check with their local telephone provider for trouble shooting. A Trouble Ticket was created. The customer wants future contact with a resolution.	01/02/09	Agent called and left a message letting the customer know that the issue was fixed and the numbers should be working now. Agent left contact numbers for the customer to call back if they had any questions or concerns.
76	01/18/09	A VCO user stated that on a call at approximately 12:15pm the agent did not follow the customer's notes. The note stated that she wanted to leave a message on the first dial. When the customer confronted the agent about not following the notes, the agent was "unprofessional" and told her that the "the FCC requires us to type out the answering machines no matter what " The VCO customer was very upset because she has never been told this and has never had an issue with any other agent. The Customer Service representative apologized for the lack of professionalism from the agent. The representative informed the caller of the correct procedures. No follow-up was requested.	01/21/09	The Team Leader met with agent. The agent had realized the wrong number had been dialed out and apologized. The VCO user became very upset so the agent called for supervisor assistance and the call was documented. The supervisor then observed the call for five minutes. Nothing was mentioned about the FCC or answering machines. The call verification log was checked by the Team Leader and attached to the paper copy of the Customer Contact.
77	01/20/09	A voice customer reports receiving calls from a person fraudulently using our services to buy something with a stolen credit card. Customer Service apologized and sent a tip sheet to the customer. No follow-up was requested.	01/20/09	The customer was informed about fraudulent calls and protecting his business.
78	02/12/09	An ASCII customer reported being unable to connect to Ohio Relay Service. The Customer Service representative apologized for the problem and opened a Trouble Ticket. Follow-up is required to ensure problem resolution.	02/12/09	Account Manager sent three emails to the customer inquiring how his relay calls were working, but did not hear back from him. The complaint is closed.
79	02/16/09	A VCO user is upset about being cut off in the middle of an important real estate taxes call and being unaware of what happened. The caller did not appreciate being hung up on in the middle of processing information. Also, there was a long delay to repeat the call with another agent. The supervisor did not receive the date of call, but it took place the week of 9 FEB to 13 FEB.	02/16/09	The Team Leader met with agent on 2/19/09. On VCO calls, this agent can hear the VCO caller, but they are not able to read the Braille. Also, some calls do end. A Trouble Ticket was entered into the system. The agent was coached and emphasis was placed on entering a Trouble Ticket and creating documentation if the call is disconnected. The Team Leader emphasized that agents can never disconnect calls. The Team Leader sent a letter to the customer for follow-up per the customer's request.

80	02/17/09	A VCO customer reports that a relay agent did not follow instructions from the Customer Database. The agent typed "answering mach playing ga" when the Customer Database note is "will leave message the first time - type (ans mach) ga". The Customer Service representative apologized for the problem encountered and explained that the complaint would be forwarded to a supervisor. The customer did not request further contact.	02/23/09	Procedures were reviewed with the agent. No follow-up was requested.
81	03/03/09	A VCO customer reports that the Communication Assistant (CA) did not process their VCO call properly. When the VCO customer spoke her part of the conversation at the beginning of the call and said GA, nothing happened. There was no message typed by the CA. The VCO caller then said GA GA GA and the agent typed that a portion of the VCO caller's message had been cut off. When the caller said goodbye and was ready to hang up, they waited for the CA to type "(person hung up)" or whatever was being heard, but nothing happened. The VCO customer requested that the CA get more training on VCO call procedures. The customer also reported there was a long wait to reach a CA when calling into relay. Customer Service apologized for the problem encountered on 3-2-09 and advised that the complaint would be sent to a supervisor. The customer did not request further contact.	03/03/09	The agent does not recall this call. She is aware of the importance of keeping the caller informed. No follow-up was requested
82	03/06/09	A voice customer reported receiving threatening calls via OH Relay. Customer Service apologized and no follow-up was requested.	03/06/09	The customer was educated regarding relay calls.
83	03/08/09	A customer reports that an agent quit processing their call in the middle of a phone call. The VCO user did not appreciate this and requested follow-up by letter please.	03/08/09	The Team Leader met with the Communication Assistant (CA) and coached her on procedures. The CA understands she is not to hang up on customers. This could have been attributed to a possible computer problem, but there is no way to verify that. The Team Leader sent a letter on 4/14/09 to the customer apologizing
84	03/11/09	An OH STS customer uses Skype to make telephone calls and their "calling from" number is now being transmitted to us correctly. When he customer reached OH STS we would receive a Washington DC number with another STS customer's notes and information. Customer Service apologized to the customer and entered a Trouble Ticket. The customer would like follow-up from the Program Manager.	03/11/09	Agent left a message on voice mail on March 23, March 27 and April 19. The customer has not returned the calls and the case is closed
85	03/12/09	An OH VCO customer states they dialed 711 and the 800 number for a relay operator and reached a recording that said "Please hold for the next available relay operator". The customer was agitated that they waited 20 minutes for a relay operator to come on the line. They are worried that there will not be a relay operator if they ever have an emergency. Customer Service apologized to the customer and opened a Trouble Ticket. The customer would like follow up by the Program Manager.	03/12/09	Agent spoke with the customer and she was not sure which number her friends were calling - 711 or the 800 number. Agent sent her a call log spreadsheet for her friends to keep track of the calls. She thanked me and will keep me updated
86	03/17/09	A TTY user stated they called relay to leave a message and instead of the message being left the operator transferred them to supervisor who then disconnected the call claiming that the TTY user was being rude. The TTY user was informed that the information would be forwarded to the appropriate supervisor.	03/17/09	The Team Leader met with the supervisor who retrieved the documentation on this call. It was disconnected due to abusive language to the Communication Assistant and callers being located in the same room. The supervisor verified the sexual content, voices screaming in the background, an echo like would occur in a big room and background voices saying, "type this!"
88	03/25/09	The customer reported a complaint with an agent number, but we don't have a female with that agent number. The male agent with that number works third shift and was not there within 24 hours of the VCO call noted in this complaint.	03/25/09	The customer said when he gets this agent, all he gets is XXX. The Supervisor wrote that this may be a technical issue.

89	03/26/09	A customer was very upset at the poor spelling of an agent. The call ended at 9:45 am on 3/26/09 when the customer asked for a supervisor. The Supervisor verified the spelling errors by scrolling through the call screen, but did see that typo's had been properly marked with XXX. The Supervisor thanked the customer for the feedback to assist with training and that helped the customer calm down. The customer wants a follow-up phone call.	03/26/09	The Team Leader called the customer and left a message on 3/31 at 1445 pm. The Team Leader called again on 4/1 at 134pm and spoke with the VCO user. The Team Leader apologized and informed the customer that we are working with the agent on pacing and using abbreviations and expandable words to help with spelling.
91	04/15/09	When asked the first time, the agent would not give his/her number or gender. After the question was asked, they said hello three times with no response and long delays. The customer states the agent did a terrible job. They looked up the agent and it was a female agent. The supervisor apologized to the customer and told the customer that the agent will be coached on call procedure.	04/15/09	The agent does not recall the call but has been asked to repeat her agent ID previously and has always provided it but may not have included the gender. The agent knows to give the ID when asked for it.
92	04/16/09	A VCO customer asked for retrieval of answering machine messages, but the agent didn't know how to get her messages. The call took place at approximately 2 o'clock on April 16, 2009. The customer reports she called back into OH Relay and the next agent was trained in answering message retrieval. Customer Service apologized and no follow-up was requested.	04/16/09	The agent was new and was coached on correct procedure.
93	04/23/09	A TTY user reports that an agent hung up on them.	04/23/09	The Team Leader met with the agent. The agent said he had a couple of 'no response' calls but does not remember anything else. The Team Leader had the agent describe disconnect procedures to verify that he knows the correct procedure for no response disconnects.
94	5/4/2009	Customer called about accuracy of captions.	5/4/2009	Customer shared feedback regarding accuracy of captions during call with CS Rep. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.
95	05/12/09	A VCO caller states there were long delays and so many incorrect words and misspellings that the call did not make sense.	05/12/09	The Team Leader met with the agent and went over required typing speed and paying attention to spelling during a call. The Team Leader called the customer to apologize and thank them for feedback on our service.
96	05/21/09	An OH VCO customer stated the operator did not follow her profile instructions on a call that took place at 2 PM on 5/21/09. The notes read "do not type answering machine messages." The customer explained she would have "let it go," but the operator wouldn't respond when asked, "did you read my notes? They say do not type messages." There was no apology and no response from the agent. The Customer Service representative apologized to the customer. No follow-up was requested.	05/21/09	Agent spoke with the agent and she remembers the call. She was assisted by the operations administrator as well on this call. The agent did follow the customer's verbal instructions and informed the customer when she could leave her message but the customer was being unreasonable and did not want to listen to the agent. The agent said she did not ignore the customer nor did she disconnect on the customer. The operations administrator confirms her story.



Ohio FCC Complaint Log 2009-2010

Complaint Tracking for OH (06/01/2009-05/31/2010). Total Customer Contacts: 61

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/18/09	A customer said that the Communication Assistant prolonged a call, and did not do what the customer asked. After the VCO gave the number to dial the first time, the Communication Assistant got a recording, and the VCO customer gave instructions. The customer said the agent typed the recording a second, and third time, but did not relay an option for what the customer wanted. The customer requested a follow up letter.	06/18/09	It was confirmed that the Communication Assistant did follow procedures, and the customer was upset that the outbound line was having phone problems as it kept connecting to the wrong place. The Team Leader sent a letter to the customer.
2	06/29/09	A Voice customer called relay, returning a call from a TTY. The customer said that the agent hung up after the Voice customer requested a specific Communication Assistant number. The customer said that the Communication Assistant was rude, and interrupting them. Follow up was requested.	06/29/09	The Team Leader called the customer as requested for follow up, and gave the customer service number to the customer. The Team Leader met with the Communication Assistant to make sure they know how to give the Communication Assistant number to all inbound and outbound customers when asked, per procedures.
3	07/06/09	A customer said they were not happy because they said it took 30 minutes to get through to an operator to place a call. The customer says they have been experiencing long waits, and is concerned about getting through in case of an emergency.	07/06/09	The Team Leader sent this complaint to upper management, so that they would be aware.
4	07/15/09	Technical - General	07/17/09	A customer was unable to dial one specific phone number with the CapTel. It was identified that the CapTel customer's telephone carrier was routing the call incorrectly. The adjustment was made by the carrier to correct the routing. This adjustment has resolved the issue, and the customer was able to successfully dial the number.
5	07/22/09	Accuracy of captions	07/22/09	A customer shared feedback regarding accuracy of captions. A Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management. Information about clearer captions when captioning external answering machine messages was mailed.
6	08/05/09	A repairman from ATT contacted Customer Service to report an ongoing problem with a VCO customer being unable to reach her doctor's office when calling through Ohio Relay. When the VCO customer calls the doctor's office they reach a recording stating that the number is disconnected/no longer in service. A previous trouble ticket had been entered on this complaint. The Customer Service Representative thanked the repairman for reporting the problem, and explained that a trouble ticket would be entered. Follow up was requested.	08/05/09	The customer was informed via voice message that all is working fine, and to call if there are any questions.
7	08/10/09	A Voice customer said that the call they received was inappropriate and sexual in nature and wants a formal complaint made. Apologized. No follow up was requested.	08/10/09	The customer was informed about the purpose of relay calls.

8	08/10/09	A customer reported that she requested to be transferred to Relay Customer Service, and that the Communication Assistant put her on hold saying "one moment please." The customer waited for about two minutes when the Communication Assistant came back on the line and informed her that she had to answer another phone. When the Communication Assistant was questioned about that statement, she said she had to answer other calls as well. The Customer Service Representative thanked the caller for letting them know, and told her a report would be sent to the call center's supervisor. Apologized for the inconvenience. No follow up was requested.	08/10/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to keeping the customer informed and following customer instructions. The importance of providing excellent customer service was stressed. The Communication Assistant understands.
9	08/10/09	A Customer reported that the Communication Assistant did not follow the instructions in her database notes. When the Communication Assistant was questioned about this, they hung up. Customer Service apologized for the inconvenience and let her know that a report would be sent to the call center supervisor. No follow up was requested.	08/10/09	The Communication Assistant does not remember any call during which she may not have followed customer notes. Due to the fact that there was no specific information provided regarding the time of day the call took place, the day the call took place, or which customer note the Communication Assistant did not follow, it was difficult to follow up with the Communication Assistant regarding anything specific.
10	08/14/09	The Cleveland Ohio police department called in for one of our Ohio VCO customers. They said that when the VCO customer requests 911 the relay system is dialing Lakewood Ohio police department, when it should be dialing Cleveland Police department. The police department stated that the VCO customer has many medical issues, and it is vital that they are directed to the correct department. The customer was a former resident of Lakeland, but has since moved to Cleveland. Also the customer has same phone number they had when they lived in Lakeland. Customer service apologized to the Police Department and turned in a trouble ticket. The police department requested a follow up.	08/14/09	The customer was informed that customer to let him know that the Public Safety Answering Point number was changed to the number that the Ohio Police Department gave us. The customer thanked us for updating the information.
11	08/18/09	A customer said that a certain Communication Assistant called a recording several times, but continued to get the wrong number. The customer was very upset due to the fact that the call was long distance. The supervisor had the Communication Assistant call the billing department and override the multiple calls.	08/18/09	The Communication Assistant number provided was incorrect. The situation was investigated to see if the correct number could be found. No numbers matched, so the ticket has been closed.
12	08/21/09	An Ohio VCO customer has filed a complaint that a Communication Assistant was very inaccurate when typing numbers on a call. She was unable to give her the correct numbers when dialing and during the call. Apologized for the inaccuracy and advised the customer that we would advise the agent's supervisor. No follow-up was requested.	08/21/09	The Communication Assistant remembered call, and said that the customer was telling her throughout the call that she was typing the wrong numbers. The numbers were clear on the Communication Assistant's screen and so the Communication Assistant felt that the VCO customer was receiving garbled text. The Communication Assistant disabled the Turbo and reduced the typing speed. The VCO customer continued to state she was receiving numbers and/or the wrong numbers. The Communication Assistant demonstrated knowledge of the correct procedure in this type of situation.
13	08/26/09	A Speech to Speech customer called in with the following complaint about their previous calls: "Speech to speech user asked the Communication Assistant to repeat everything, but the Outbound understood the S2S user and so the operator did not repeat everything. The Speech to speech user is upset."	08/26/09	The Team Leader met with the Communication Assistant, and they recall that during the first call the customer requested "repeat only what's not understood." The salesman on the line put them on hold, and the Speech to Speech customer asked for a redial. The customer did not like the answer she got from the salesman, started yelling at him, and then both were talking over each other until the salesman hung up. Then, the Speech to Speech caller asked the Communication Assistant to redial and "advocate" and "speak for her." The Communication Assistant followed procedures correctly by only repeating what was not understood if needed.

14	08/27/09	An Ohio TTY user complained that the Communication Assistant was rude during a call that the customer made. The customer stated that the Communication Assistant was not patient with his slow typing and was told to "hurry up that she only had 3 minutes." Customer service apologized to the customer, and the customer did not request a follow up.	08/27/09	The Team Leader met with the Communication Assistant. The agent said that during the call there was no response, even after the greeting was given twice. The operator went to Voice and gave the greeting, heard a sound, asked for the number to dial, and a Voice person said "he's typing." The Communication Assistant asked again for the number to dial, and the customer said they didn't have a number. Then the Communication Assistant asked how they can help, and if they are placing a call. The customer said no. At this point the call had lasted for eight minutes. The Communication Assistant said to call back when the customer has the number to dial, and that they would have to disconnect. The Voice person in the background said, "Fine he doesn't want you" and then hung up. The Team Leader coached the Communication Assistant to wait and ask for the number to dial. The Team Leader said if there is no response, call a supervisor to let them decide how to proceed.
15	10/05/09	A Customer stated that her notes say for the operators to leave her message on the first try. These instructions were not followed when a certain Communication Assistant placed her call. Customer Service apologized for the problem and assured the customer that the complaint would be sent in as stated. No call back was requested.	10/06/09	The supervisor discussed this with the Communication Assistant. The Communication Assistant recognized her initial mistake while connected to the outbound. The Communication Assistant apologized and informed the customer that there was still time for them to leave a message. The customer did not leave the message and requested customer service. The supervisor coached the Communication Assistant on the importance of focusing on the call and preparing for following instructions.
16	10/07/09	An Ohio VCO customer complained and said: "I wish people who train new people would train them to not say, Oh, I can't talk to you, or intervene, like they don't care that we are deaf or understand we need help." The customer also feels its too difficult to call the Relay Program Manager via relay because when calling VCO to TTY, the Communication Assistants do not understand that the Relay Program Managers are deaf." The customer expects a toll free CapTel number, and says it is ridiculous that she has to call long distance. Customer Service apologized for the problem, discussed the Communication Assistant's roles, the relay guidelines we adhere to and explained that all agents are trained in processing various call types. The customer was also informed that she should call customer service with any agent performance issues. The Relay Program Managers toll free telephone number was provided. No follow up was requested.	10/07/09	The customer did not request a call back.
17	10/11/09	A VCO customer called the correct toll free number for their state relay service, but the call was sent to a different state due to overflow. The VCO customer was told that they could not place the call because she was not with the right state relay service, so the Communication Assistant did not place the call. The VCO user stated that she has had agents in that state place the calls before and never been told that they wouldn't do it. The customer was very upset. A Customer Service Representative apologized for the inconvenience and explained that they would make the appropriate individuals aware of the issue. No follow up was requested by the customer.	10/16/09	The Communication Assistant was presented with the complaint and does not remember the call. However, she insists she would not hesitate to make a call from any state. She has been coached on proper procedure relating to VCO and handling calls from any state.
18	10/12/09	A customer complained that the Communication Assistant made a lot of mistakes and hung up on her. The customer said they were not alone during this call, and did not like the service that was provided. The supervisor apologized for the inconvenience it caused and a follow-up letter will follow this complaint.	10/12/09	A trainer met with the Communication Assistant and coached her about spelling, keeping customer informed, and not disconnecting the call until they are completely done with their calls. The Team Leader sent a letter to the customer.
19	10/13/09	A customer had stated that she had attempted to place a Voice to VCO call but whenever the operator had dialed out the number there was only static heard on the line. Apologized to the customer, and stated that this issue will be investigated further. Follow up was requested.	10/13/09	The Team Leader tested the outbound VCO line, and found no static. The Team Leader called the customer and left a message informing them that a trouble ticket was put in.

20	10/15/09	A customer said that when dialing a local number they get a message to dial 1 or 0 to complete the call. Apologized for the problem, and opened up a trouble ticket. A follow up is needed to ensure resolution.	10/15/09	The ticket was reassigned to the Relay Program Manager. The customer was spoken to, and explained that technicians investigated the problem. It was discovered that the problem is with her local carrier, and that she should contact them to find out why she cannot get through to relay. The customer thanked us and said they will contact again if there is a problem.
21	10/19/09	A customer was upset that during a call the Communication Assistant didn't connect to an outbound person, and kept transferring because the outbound kept hanging up. The VCO was not sure about what the Communication Assistant told them. The supervisor apologized for the inconvenience.	10/19/09	The Communication Assistant would have followed procedures per the VCO user's complaint. The supervisor apologized for the inconvenience.
22	10/28/09	A customer states that the Communication Assistant did not leave a message on an answering machine as stated in the customer notes. Customer service apologized for the problem, and no follow up was requested.	10/28/09	At this time the particular Communication Assistant was not assigned. Unable to follow up.
23	10/29/09	A customer states that the Communication Assistant did not keep them informed when the caller paused during the conversation. They also did not give a "GA (go ahead)." Customer service apologized for the problem and assured the customer that the complaint would be turned in as stated. No follow up was requested.	10/29/09	The Team Leader met with the Communication Assistant shortly after the call. The Communication Assistant was coached and understands to always keep the customer informed and to use "GA (go ahead)." The Communication Assistant understands.
24	10/29/09	An Ohio TTY customer said that the Communication Assistant kept misdialing the number provided. Apologized for the inconvenience, and follow up was requested.	10/29/09	The Team Leader met with the Communication Assistant shortly after the call took place, and they remembered the call. The first part of the call was an agent error, as they dialed the wrong number. Then the TTY user dialed that same wrong number as his number to dial. The Communication Assistant became confused and so they dialed again, then realized that the customer was trying to inform her of the wrong number. The Team Leader called the customer, explained the situation, and apologized. The customer is satisfied.
25	11/13/09	Accuracy of captions	11/13/09	A customer shared feedback regarding random word errors during a conversation. The customer did not have any specific details for us to follow up on. The customer noted that the CapTel is instrumental in her ability to remain independent, but she wishes there was higher accuracy. A Customer Service Representative shared details regarding how the captions are generated and how corrections for word errors appear in brackets. The Customer Service Representative suggested that the customer consider documenting the date, time, and most importantly the captionist number of any future problematic calls so that CapTel Customer Service can follow up with Call Center personnel.
26	11/24/09	An Ohio Voice customer says that the Communication Assistant was typing extremely slow, and ignored the customer's requests for a new Communication Assistant and/or supervisor. Apologized, and a follow up was requested.	11/24/09	The Team Leader discussed the call with the Communication Assistant. Then the Team Leader called the customer, but the first number they tried had been disconnected. The Team Leader reached the customer at the second number listed. The customer said they do not want to be paced, and does not want everything relayed verbatim to her relative if she talks to the operator. The customer said she will call the FCC to get this policy changed.

27	12/03/09	Accuracy of captions	12/03/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by a supervisor.
28	12/09/09	A customer said that they were making a call, and it was suddenly disconnected.	12/09/09	The Team Leader investigated the complaint. First the Team Leader spoke to the Communication Assistant who remembered the call, and said it was an Ohio to Florida VCO to Voice call. The computer froze for both the inbound and outbound callers. The Voice customer could not hear the Communication Assistant. The VCO customer had 3 lines that did not transmit. The Team Leader was able to verify that the number was not disconnected by the Communication Assistant. The site technician's solution was to reboot the computer. The Team Leader sent a letter to the customer per her request to explain it was a technical problem and also to apologize for the inconvenience.
29	12/09/09	On a VCO to Voice call, the call suddenly disconnected after about an hour of conversation. The customer wants a follow-up call to know if it was technical or service.	12/09/09	A trouble ticket was filed by the Team Leader. The Team Leader attempted to call the VCO customer, but there was no answer.
30	12/15/09	A customer called into relay, and then the Communication Assistant answered, the TTY user gave the number to dial, but then the line disconnected.	12/15/09	The Communication Assistant had computer problems at the time of this call and the Team Leader was there assisting. The computer was locked up and the supervisor had no choice but to reboot the system. The customer could not be informed due to the frozen screen/keyboard.
31	12/17/09	A CapTel user is hearing echoes on the line.	12/17/09	The customer was advised to reduce the volume and adjust the tone slide. The customer was also advised to adjust the handset position. It was confirmed that this resolved the issue.
32	01/04/10	A Voice customer said they were receiving calls for merchandise using fraudulent checks. Apologized for the inconvenience. No follow-up was requested.	01/04/10	The customer was told about relay calls and how it works. They understand and thanked us for the information.
33	01/08/10	A VCO customer said that after placing a call the Communication Assistant told them the caller hung up, but did not give the customer a chance to make another call.	01/08/10	The Team Leader met with the Communication Assistant. The Communication Assistant said they were taking over a call during this time frame. The Communication Assistant understands that it is policy to let the caller know the call hung up and then wait for caller to request another call or wait until the customer hangs up. The Communication Assistant was upset as she always confirms the phone number for VCO (as per the notes) and knows all too well to not disconnect.
34	01/09/10	A customer said that they could not get through to a relay operator when dialing 711. The customer tried alternate numbers but still could not reach an operator. The customer was trying to call their mother who is a TTY user.	01/11/10	This incident was assigned to Customer Service. Customer Service will contact the customer for more information regarding this complaint. The customer was spoken to regarding the problem encountered. It was discovered that the database call type was ASCII, but should have been voice. Voice preference was entered with a note indicating the voice customer. The customer was advised to contact Customer Service if further assistance is needed.

35	01/17/10	A customer said that their phone number is not appearing when they call in to relay. A Customer Service Representative informed the caller that someone would look into the issue. A follow-up is requested.	01/17/10	The Team Leader entered a Trouble Ticket for a site-tech to research any possible technical issue beyond the call being through Skype. No technical issues were found. The Team Leader called the customer, as per their request. The caller said that it did work the day before, and will let us know if there is an issue in the future.
36	01/24/10	A STS Customer called in to Ohio STS and found that his seven notes did not appear on the screen. When the customer called Customer Service to see if the notes had been erased, all seven notes appeared on the Customer Service Screen right away. An Ohio supervisor came on line and said that the customer has called in to the center several times and the notes had not appeared any time. A Customer Service Representative (with permission from the STS customer) gave the seven notes to the STS operator along with the customers' thirteen frequently dialed numbers. Once disconnected from Customer Service they were to reenter it in the Ohio Center to see if the notes would stay. The customer did not request a follow up call.	01/24/10	The customer did not request a follow up.
37	02/01/10	A customer said that the Communication Assistant spoke softly and kept interrupting the call. When the Communication Assistant repeated the call in voice they were too soft, and inaccurate. The Supervisor apologized to the customer.	02/01/10	The Team Leader met with the Communication Assistant who said that they remember that this call had a lot of static on the Communication Assistant's end. When the outbound Voice customer asked her to speak up, she asked the customer if they heard static but the caller said no. The Communication Assistant said she turned her volume up. The Team Leader will test the Communication Assistant's headset to make sure there is no problem, and will also check to make sure the Communication Assistant is loud enough on regular calls. The Communication Assistant was coached to check for her microphone being close enough for her voice to be heard.
38	02/09/10	A Voice customer stated that when she calls relay she gets cut off after holding for 5 minutes or more, however her second call typically goes through. Apologized for the inconvenience, and submitted a trouble ticket. No follow up was requested.	02/09/10	The technicians looked into this situation and could not find anything wrong. The customer did not request a follow up.
39	02/12/10	Dial Tone - Not heard	02/12/10	Customer called to report no dial tone. A Customer Service Representative advised the customer to perform a physical reset. It was confirmed that this resolved the issue.
40	02/12/10	Dial Tone - Not heard	02/12/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset of the CapTel phone, as well as a check to make sure all other extension telephones were properly hung up. The customer confirmed that this resolved her experience.
41	02/26/10	A customer said that the Communication Assistant gave both the Voice user and TTY user a hard time by dialing four separate times to leave a message on an answering machine. This led the TTY user to think the Voice user was upset with her. Follow up was requested.	02/26/10	The Team Leader met with the Communication Assistant who said they do not remember dialing a call four times to leave a message on an answering machine. It was thought to be a technical issue, however nothing on this call was confirmed. The Communication Assistant apologized for the customer's negative call experience. The Team Leader mailed a follow up letter to the customer as per their request.
42	03/10/10	A VCO customer said that a Communication Assistant hung up after four rings. The customer would like a call back, and requested that a phone number be left if she does not answer.	03/10/10	The Team Leader met with the Communication Assistant. It was confirmed that he Communication Assistant followed procedures. This was a documented technical complaint verified by the Team Leader. The Team Leader called the customer back and reached an answering machine. A message was left for the customer to call back through Ohio Relay.

43	03/17/10	Answering machine message retrieval	03/17/10	A customer reported seeing misspelled captions while using their CapTel to retrieve voicemail messages. A Customer Service Representative explained how captions are produced and that proper names may be spelled incorrectly, especially if there are multiple variations of the name. The customer was also advised to document specific examples so a Customer Service Representative can investigate the calls further.
44	03/19/10	A VCO customer complained of 2 "terrible relay operators," and requested a relay supervisor. "The person kept asking me the same thing and I had to repeat 3 times." Apologized for the problem, and the supervisor assisted. The customer was informed that the agents will be followed up with regarding these issues. A follow up is requested.	03/19/10	A supervisor assisted with this call and said that the issue was not with the Communication Assistants. The issue was with the CapTel Customer Service Representative that was not being responsive and asked the customer to repeat. The customer was called, and left a message explaining that the issue was with the CapTel Customer Service Representative and not the relay agent.
45	03/20/10	A customer called in twice making a duplicate complaint. The customer said that calls are not going through onto his answering machine. The customer does not have a TTY answering machine, but said when they call into relay, they have the Communication Assistant listen to an answering machine. He is constantly told that there are technical difficulties.	03/20/10	The customer was called and left an answering machine message. The customer returned the call, but is unwilling to resolve his issue. He agreed to call the next time it occurs so the issue can be documented and resolved properly.
46	03/26/10	Dial Tone - Not heard	03/26/10	A customer reported that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
47	03/26/10	Dial Tone - Not heard	03/26/10	A customer's helper reported there is no dial tone on their CapTel. The customer was advised to do a physical reset. This was confirmed successful for outgoing and incoming captioned calls.
48	03/31/10	A customer said that the Communication Assistant read their notes, but forgot to follow one note about not relaying background noise. When switching operators, however, the operator did do the no announce per the notes.	03/31/10	The Communication Assistant understands that she should not have typed the background noise, and that by the time she realized it, it was 2 seconds too late. The Communication Assistant was met with and coached.
49	04/01/10	A VCO customer complained that most of her hearing callers get TTY tones when dialing the 800 number for Ohio Relay. Apologized, and checked the database to select the customer as voice and brand the numbers provided by the VCO user. Explained to the customer that the relay technicians would be informed, and entered a trouble ticket. The customer does not want a follow up.	04/01/10	Customer did not ask for follow up.
50	04/05/10	Dial Tone - Not heard	04/05/10	A customer reported that there was no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
51	04/14/10	Dial Tone - Not heard	04/14/10	A customer's wife said that their CapTel phone no longer has a dial tone. A Customer Service Representative advised the customer to perform a physical reset which resolved the customer's experience.

52	04/26/10	A Voice customer calls to their hearing mother's cell phone or land line, and continues to get the relay service. The customer said they called their phone company, Cincinnati Bell, who told the customer the problem is not in their lines. Customer Service apologized to the customer and turned in a Trouble Ticket. No follow up was requested.	04/26/10	Customer did not request follow up.
53	05/05/10	A TTY customer said that when trying to make a doctor's appointment, the Communication Assistant typed the wrong date. The Communication Assistant tried three times and then had to type out the date by typing the date alphabetically instead of numerically.	05/05/10	The Team Leader met with the Communication Assistant, who said that they spelled out the date because the inbound customer could not get the date. The Communication Assistant said the date was clear on their end, and that they went the extra step to ensure that the customer received accurate information.
54	05/05/10	A customer said that the Communication Assistant did not wait for the customer to provide information in order to avoid redialing. The customer said that the operator did not respond after the customer typed hello twice. A supervisor apologized for the inconvenience, and the Communication Assistant will be coached.	05/05/10	The Team Leader met with the Communication Assistant who understood that she must wait for the Go Ahead. She thought that she had waited. The Communication Assistant understands to respond to a customer immediately once they say hello. The Communication Assistant does not remember the call, but is positive that she would not dial out without the Go Ahead. Additionally, the Communication Assistant wished to apologize to the customer for any inconvenience.
55	05/07/10	A customer said that the Communication Assistant hung up on a toll free number while the customer was trying to place an order. The customer would like a follow up.	05/07/10	Investigation shows that there was a technical problem that disconnected the phone line. The Team Leader met with the Communication Assistant, and coached them to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call. The Team Leader placed a follow up call to the customer, apologized, and let the customer know there was something being done about the technical issue.
56	05/07/10	A customer said that the Communication Assistant hung up on them before they even dialed. The customer requests a follow up.	05/07/10	The Team Leader met with the Communication Assistant, and coached them to report any technical difficulties that may result in a disconnect. The agent was reminded of the consequences of disconnecting a call. The Team Leader placed a follow up call to the customer, apologized and let them there was something being done about the technical issue.
57	05/18/10	Dial Tone - Not heard	05/18/10	A customer's son stated that there is no dial tone on their CapTel phone so they cannot dial out. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the experience.
58	05/19/10	A customer said that the captions are lagging too far behind the voice.	05/19/10	A customer had someone calling to report that the captions are lagging more than usual behind the voice. A Customer Service Representative apologized for the incident and explained that the delay was created by technical issues at the Communication Assistant's workstation, which was noted in a trouble ticket.
59	05/21/10	Dial Tone - Not heard	05/21/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset. It was confirmed that this resolved the customer's problem.

60	05/25/10	Accuracy of captions	06/10/10	<p>A customer's relative shared feedback regarding the accuracy of captions. The caller did not provide any detail. A Customer Service Representative apologized for the experience, and thanked the customer for bringing this to their attention. Customer Service also suggested that in the future they document the date, time, and Communication Assistant Identification number so that action can be taken. The Customer Service Representative was unable to reconnect with the caller to gather any further data.</p>
61	05/28/10	A customer reported that the captions on their CapTel stopped in the middle of a call.	05/28/10	<p>A customer reported that during a specific call the captions stopped. A Customer Service Representative investigated and informed the customer that there was a technical problem in the Communication Assistant's workstation during the call in question. The customer is satisfied with this information.</p>



Public Utilities Commission

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto
Steven D. Lesser

June 30, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services
For Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies
of the Annual Complaint Log and Summary Report for the State of Ohio's
Telecommunications Relay Service from June 1, 2009 through May 31, 2010.

The Service Monitoring and Enforcement Department of the Public Utilities Commission
of Ohio (PUCO) received one complaint regarding the quality of service of the Ohio Relay
on May 19, 2010. The customer made additional calls on May 20, 2010 with no problems.
A copy of the case record is enclosed.

If you have any questions or need any further information, please contact me at (614)
466-0126 (Voice) or by e-mail at Lisa.Colosimo@puc.state.oh.us.

Sincerely,

Lisa Colosimo
Investigation and Audit Division
Service Monitoring and Enforcement Department

Enclosures

Cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division



Ohio
FCC Complaint Log
2010 - 2011



**Ohio FCC
2011 - 2012
Complaint Log**



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

Paul A. Centolella
Cheryl Roberto
Steven D. Lesser
Andre T. Porter

June 28, 2012

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2011 through May 31, 2012.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints regarding the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosure
cc: PUCO Docketing Division

Complaint Tracking for OH (06/01/2011-05/31/2012). Total Customer Contacts: 22

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/11	A customer asked that the Communication Assistant type all abbreviations and told her to spell all the words because it was an important call. However, the Communication Assistant did not follow instructions and had words running together. The Supervisor taking the complaint apologized to the customer and the customer would like follow-up contact via text message.	06/17/11	The Communication Assistant met with her supervisor who stressed the need to always follow instructions. Supervisor then sent follow-up contact per customer request via text message.
2	06/17/11	A 911 dispatched to the wrong police department. A Supervisor entered a trouble ticket to have the database number corrected. The Supervisor is waiting for confirmation from the site tech that it has been completed. The customer wants follow-up contact.	06/24/11	The Supervisor attempted to call the customer for follow-up contact via phone per their request but the line was busy. The supervisor called three times so far. The Supervisor called the customer again per customer request to let her know that the issue had been fixed and verified by the technician. The customer really appreciated it!
3	06/19/11	A customer complained that the Communication Assistant did not follow customer note instructions during the call regarding announcement of the call and leaving messages on answering machines. The Customer Service Representative informed the customer that the complaint would be forwarded to the Communication Assistant's supervisor. The customer did request a follow up letter or a voicemail.	06/19/11	The Supervisor followed up with the Communication Assistant and reviewed proper procedures. The Communication Assistant was aware of the mistake after dialing out and is confident that calls like this will be processed correctly in the future. Supervisor left follow up voicemail per customer's request.
4	07/15/11	An Ohio VCO customer states that she had a horrible time with this Communication Assistant. She gave this Communication Assistant the number to dial 5 times and all 5 times the Communication Assistant dialed the wrong number. She felt then that she had to hang up to get another Communication Assistant just to make her call. The call was placed on 7/14/11 at approx 530pm. The Customer Service Representative apologized to customer and informed her that this Communication Assistant would be coached. No follow up requested.	07/15/11	While the Communication Assistant does not recall an event as described by the customer, the Communication Assistant demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances.
5	08/15/11	A customer tried to call through Speech-to-Speech and explain the exact problem but the Communication Assistant was unable to understand the caller and forwarded the caller to the correct Customer Service department. The customer sent an email to the Customer Service Representative with details explaining that when asked if he has any opening questions during a Speech-to-Speech call, he provides the opening question. However, when the Communication Assistant announces the call and asks the opening question she also reads the entire dialog of the instructions prior to the out-dial to the person on the line. In addition, sometimes the Communication Assistant forgets to ask the opening question provided and when he reminds the Communication Assistant, she replies "sorry" and reads the entire dialog of instructions including the opening question. The Customer Service Representative apologized for the inconvenience and sent the report.	8/15/2011	The Communication Assistant was trying to get the information from the speech to speech caller and did not understand the caller. Customer Service was on the line and the request was completed. The Communication Assistant was coached to continue asking questions if she does not understand the speech to speech caller.
6	08/17/11	An Ohio VCO customer says she tried to call OH relay for 45 minutes using three different relay numbers and could not get through. The Customer Service Representative apologized for the inconvenience. The customer requested follow-up.	08/17/11	During follow up, a Customer Service Representative spoke with the customer's daughter and she stated that her mother did not hang up the phone and that was why she could not get through to relay. All is working fine now and the issue has been closed..

7	10/11/11	A Speech-to-Speech customer states that the Communication Assistant is not clear when leaving voice mail messages. This has occurred over multiple days. The Customer Service Representative apologized and no customer follow-up requested was requested.	10/11/11	A Supervisor met with the Communication Assistant and coached the Communication Assistant on getting assistance and a Supervisor when a customer is calling.
8	10/12/11	A customer complained that the Communication Assistant became "quite nasty" with her sister during a call. The Communication Assistant called her sister's baby the wrong name, or pronounced the name incorrectly and appeared to think it was funny. Her sister informed the Communication Assistant that she did not like that and the conversation went downhill after that. The Customer Service Representative apologized for the situation and told her the customer that the report would be sent to the call center supervisor. Follow up requested by the customer.	10/12/11	The Communication Assistant was coached on the importance of handling all call situations in a professional and courteous manner. Appropriate follow up was given to the Communication Assistant. Follow-up by email was forwarded to the customer.
9	11/23/11	An Ohio TTY customer states that the Communication Assistant used unapproved abbreviations which caused confusion throughout the call. The customer wanted the Communication Assistant to type what the caller is saying, verbatim. The customer feels that the abbreviations TY, BTW and TYKKKK are not acceptable. The Customer Service Representative apologized to the customer and notified the supervisor. Follow up was requested.	11/23/11	A Supervisor met with the Communication Assistant. However, Thank You (TY) is an approved abbreviation. The Communication Assistant understands to use backspace if an error is made. Left a follow up TTY message as requested by customer.
10	11/28/11	A customer complained that a Communication Assistant hung up on them approximately five minutes ago.	11/28/11	The Supervisor is unable to follow up with a Communication Assistant due to incomplete information given to the supervisor. The customer did not request follow up.
11	11/29/11	After the outbound voice caller hung up, the customer waited to be able to place another call. However, the Communication Assistant hung up on the customer before another call could be placed. The customer would like follow up.	11/29/11	A supervisor met with the Communication Assistant. The Communication Assistant does not recall hanging up, they said the call disconnected. The Communication Assistant understands they are not to hang up on customers and was positive the system disconnected the call. There is no further documentation available and the Communication Assistant understand proper procedures. Supervisor sent a follow up email as requested by the customer.
12	12/03/11	The Communication Assistant hung up quickly on the customer. The customer had stated, "hey, I want to know what time I called" and the Communication Assistant hung up on the customer.	12/03/11	The Supervisor attempted to obtain more information from the caller but the caller hung up after making the initial complaint. Since there was incomplete information to properly coach Communication Assistant, the case has been closed.
13	12/06/11	A Communication Assistant hung up on the inbound caller after they were already connected with the outbound caller.	12/06/11	Upon further investigation it does not appear that the Communication Assistant disconnected the call but that the line disconnected. No follow up was requested.
14	12/19/11	A customer says her caller ID does not show up when calling her friend in Kentucky. The Customer Service Representative apologized for the inconvenience and opened a trouble ticket. The customer requested follow-up.	12/19/11	Time Warner has now been set up on our carrier of choice list. Now the customer's number will show up on other party's Caller ID. The customer appreciated this.

15	12/29/11	A customer reported that during an important emergency call they experienced long pauses.	12/29/11	A supervisor met with the Communication Assistant and the Communication Assistant explained that the VCO caller was the outbound and in a moment of confusion the Communication Assistant was explaining the relay service to the inbound caller and sent the appropriate information to the outbound VCO user to keep them informed, while the Communication Assistant was trying to explain the service the VCO user continued to talk. After the call ended and the inbound hung up the VCO user tried to communicate with the Communication Assistant, however, at that time the line had timed out and disconnected.
16	01/11/12	A customer's helper called on behalf of the customer and shared general feedback regarding accuracy of captions. The Customer Service Representative apologized for this experience and inquired what the customer was seeing. The caller had no specific examples to share. The Customer Service Representative informed the customer's helper that they could document the date, time, and Communication Assistant number of any future calls with poor accuracy of captions to allow us to take specific action with the Communication Assistant captioning the call. The caller said the customer would likely not do that but that they just wanted to share general feedback. The Customer Service Representative thanked the caller for doing so. Feedback as received was passed on to Call Center Management.	01/11/12	The information was passed along to the call center Supervisor. No follow up was requested.
17	02/18/12	A customer is very upset at the way this Communication Assistant read his message. The customer said that it sounds like the Communication Assistant doesn't even know how to read. The Customer Service Representative apologized to the customer and thanked him for taking the time to give us his feedback. The Customer Service Representative assured the customer that the Communication Assistant would be coached on appropriate voicing and HCO procedures. The Customer Service Representative offered follow up, but no follow up was required.	02/18/12	A supervisor met with the Communication Assistant and coached him on speaking clearly and with a conversational flow while reading messages. The Supervisor also reviewed proper HCO procedures.
18	02/29/12	The Communication Assistant disconnected the call after connecting to the outbound party. Follow up was requested.	02/29/12	The supervisor is unable to investigate further since no Communication Assistant number was provided. The Communication Service Representative followed up with the customer per request and advised them to obtain the Communication Assistant's number in the future.
19	03/13/12	The customer's helper reported that captions stopped in the middle of a call. The helper was able to identify specific calls. The Communication Assistant reported workstation difficulty during the call and captions were not transmitted. The Customer Service Representative apologized to the customer's helper and explained that this was a rare occurrence. The helper understood and did not request follow up.	03/13/12	The captions stopping in the middle of calls happened at a particular Communication Assistant workstation and it has been fixed.
20	03/29/12	The customer was upset that the Communication Assistant hung up on them. No follow up was requested.	03/29/12	The customer did not request follow up and no other information was provided. The Customer Service Representative is unable to investigate further.

21	04/16/12	The customer shared feedback regarding accuracy of captions and provided specific call data. The Customer Service Representative apologized for incidence and thanked the customer for the feedback.	04/16/12	The call detail was shared with Call Center management for follow up with the Communication Assitatnt by the Communication Assistant's Supervisor. The Communication Assistant's Supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.
22	04/21/12	A customer stated that the Communication Assistant did not explain HCO procedures as requested by the customer. In addition, the Communication Assistant did not follow customer notes regarding "read only after HCO types GA." The Customer Service representative verified the information regarding the Communication Assistant's complaint and confirmed the customer's contact information. The customer requested either a follow-up phone call or letter be sent.	04/21/12	There is no Communication Assitant assigned to this number and the Supervisor was unable to confirm the Communication Assistant ID with the customer. The Supervisor is unable to further investigate and a follow up letter was sent to the customer.